

Minutes of Thurleigh Road Patient Group meeting
Thursday 11 September 2025

Present:

Anna Walker (Chair)
Sara Turner
Angela Davies
Janice Price
Sara O'Reilly
Maureen Mackintosh
Ricky Thomas
Matt Clarke
Nina Smith
Liz Freeman
Nicola Stevens
Sam Davies
Neil Lazenby and Huma Jagirdar (from the Practice)

Apologies:

Alison Mansfield, Gwen Rosen, Marina Ratcliffe Chris Hyde, Monika Shahjadee
(from the Practice)

1. Welcome and apologies

Anna welcomed everyone to the meeting. Apologies as above.

2. Minutes of the last meeting

The minutes of the last meeting were approved. No matters arising not covered elsewhere.

3. News from the Practice: (Neil & Huma)

Practice staffing:

- Dr Cath Ellis is leaving the practice on September 12 to move to Australia with her family. After 15 years at Thurleigh Road Surgery she will be much missed. Her hours will be replaced, with Dr Stephen Woolford and Dr Kate Thomas picking up extra sessions. It's not clear whether it will be possible to find a replacement partner for the practice.
- Dr Christopher is the new Clinical Director for the practice.
- New nurse Prue Barnes started a month ago.

- The surgery is currently interviewing for an admin person/ medical secretary to replace Olivia, who has left.
- Aneesha has left, having been accepted for medical school. Her role (Physician Associate) is not being replaced.

CQC Inspection:

- Anna congratulated the practice on being awarded a Good rating. She noted the positive patient feedback, and that staff were also positive about the practice. While acknowledging that the practice still faces challenges, the Patient Group agreed that the practice has made significant progress in dealing with post-Covid problems and the challenges of changes imposed by the NHS. Reception staff now make the surgery a welcoming place.
- From her own interview (an hour and a half long, and probing), Anna felt the lead inspector had formed the opinion that where concerns remain, both the partners and the administration team were genuinely committed to making improvements.
- Anna wondered why the practice had not made more of the results of the inspection on the website. Neil explained that time constraints had prevented this, with tube strike making things particularly difficult.

Action Neil to arrange for more prominent messaging about the inspection result.

Implications for the surgery of the NHS 10 Year Plan:

South West London Integrated Care Board plans for neighbourhood health centres

- Neil had spoken to the SWL ICB about the plan for neighbourhood health centres but had not found them forthcoming with details. He agreed with Anna that taking a proactive approach to forming the right alliances was important.
- The feeling among the group was that links with Balham Park had been less fruitful than hoped and that bigger Primary Care Networks probably worked better. Like Thurleigh Road, Balham Park does not have a deprived population. Joining forces with practices whose populations are more challenged might make for better alliances.

Neighbourhood Health Networks

- Anna's impression, from her other related roles, was that one aspect of what was being sought was ways of linking social care and mental health with GP practices. There was some scepticism among the group that this could be successful without a negative impact on current GP services.

Action Proactive exploration of practices with which to develop new alliances.

Key changes/improvements at the practice:

Current availability of triage:

- Neil and Huma explained that all the doctors are now involved in triage, doing a morning or afternoon session a week. After triage closes, the duty doctor is available for evening appointments that day. Huma reported that triage is now very widely used by most patients, with her team assisting those for whom it remains difficult.
- On one day recently the practice was able to keep triage open from 8am to 6pm and the aim is for it to be open all day, every day by the start of October.

Progress on the new website:

- Monica had sent a message to the meeting inviting a few members of the patient group to meet her to iron out final website issues, with David on hand to make changes. However, while the group had noticed some improvements to the website, the feeling was that significant issues remained to be addressed, including the lack of staff pictures (Neil explained that they had been advised not to publish photos) and incomplete biographies (in some cases this might be due to formatting issues, with the start of the text cut off automatically). There is still incorrect information on the Patient Group page, where our meetings are described as quarterly (they take place every two months). Elsewhere on the site some information is duplicated while other information is hard to find.
- Huma told us that the practice continues to struggle with maintenance of the website, with staff time and skills both an issue and David based in Portugal. It was agreed that website design and maintenance required different skillsets and different solutions. A possible partial solution to the issue arose from Matt's report on the recent Wandsworth Primary Care Forum meeting (see Item 7 below).
- There followed discussion about what patients need from the website and how the practice would like to use it. Huma would like the website to provide more information, specifically about events such as the Wednesday coffee mornings at St Luke's, which are providing a valuable meeting point for vulnerable people in the local community. She would also like to see the website used to provide patients with current information about issues such as women's health.

Action Simple errors/ omissions should be corrected by the Practice as soon as time permits.

Anna to arrange a website session with Monika and a few members of the Patient Group (Matt, Liz, Nicola and Anna volunteered to attend).

Other members of the Patient Group should send any additional thoughts about the website to Anna or Alison in the meantime.

NOTE: Sara has subsequently put the Practice and the Patient Group in touch with Croydon Community Leaders who advised on the accessible Healthwatch website. The Practice will be in touch with them to discuss the scope for help and advice

Web usage statistics:

- Monica had compiled a very large document which the patient group were able to look at but not take away. Removing the sensitive information would involve time-consuming work and the feeling among the Patient Group was that a 2/3-page extract should be sufficient.
- In the month covered by the report there were 4,000 unique users of the website (the practice has 13,000 patients).

Action Patient Group to establish what regular information about the website would be useful.

Practice to determine how a regular flow of information to the Patient Group can be arranged.

Progress on making appointments beyond 6 weeks:

- Nurse appointments can now be made beyond 6 weeks. A solution for GP appointments is still being sought. Tor is leading on this.

Blood tests on the NHS app:

- The recent problem with blood tests from St George's failing to appear on the NHS app was a temporary one and has been resolved.

Requests for information for private referrals/ insurance purposes:

- The practice now has a partial system in place. It currently employs a locum for one day a month for non-NHS work, with the fees charged used to pay the locums. Sufficient pending documents are required to justify paying a locum, who can process a maximum of 15 in a day. This work requires an additional indemnity and availability of locums is a potential issue.
- Huma clarified that where a patient requested a private referral this would not incur a private fee and shouldn't take more than 48 hours. While acknowledging the increase in patients adopting a hybrid

NHS/private approach, the group felt that the suggestion to go private should not come from a doctor.

- It was pointed out that the time frame involved could have consequences such as people having to cancel holidays.

Action The system, timeframe, and fees for private referrals/ insurance purposes to be posted on the website.

Information about vaccines

- Did not cover at this meeting.

Action Add to the agenda for the next meeting.

4. 7 October meeting at 5.30pm at St Luke's (in person/online)

- Matt can host the online element on a Zoom account. If more than 500 join in online he can adjust for that. It was agreed that, as a trial on this occasion, people who hadn't registered would be also able to join in (online). Those joining online will be muted.
- Sarah can't attend the meeting but would design a form to send out in advance inviting questions for the meeting and explaining that some questions might be combined, to cover as many issues as possible. Questions could also be posed via the Zoom dialogue box. Matt reminded the group that the questions could be answered from the audience as well as by the panel.
- Neil requested a general idea of the questions received in advance. He was concerned that there was less news from the surgery than there had been at previous meetings. Anna pointed out that there had been plenty of forward momentum and suggested he cover the results of the CQC inspection, the practice's solution to the requests for information for private insurance/ healthcare providers, progress on making appointments 6 weeks in advance and the fact that triage was now being undertaken by all doctors.
- The requirement for a pre-meeting on Thursday October 2 at 10am was established. Sarah can attend this meeting and when she sends out her initial form will ask for suggestions for questions to be addressed at the meeting to arrive by September 30.

Action Anna to draft a short message from Neil and herself to go out with the initial invitation.

Matt to give Sarah the link to go out with the forms.

David to send out initial email to all patients (Sarah explain the number constraints and extra work involved if it's sent from the Patient Group).

Anna to put Matt in touch with Richard Balcer, who organises the sound at St Luke's.

5. Regular information to the Patient Group

- Did not discuss at this meeting.

Action Return to the issue at another meeting.

6. Possible Patient Group health talks with Balham Park Surgery

- Alison has been in touch with Balham Park, but they haven't got far with planning yet. Their focus seems to be a talk on women's health (pelvic floor issues) . Huma said that there is also demand at Thurleigh Road on this topic, particularly information about HRT/ menopause and Sara pointed out that there is lots of disinformation to counter. Huma explained how desperate some of the women she talks to are feeling. It was agreed that we would keep in touch with BPS about the talks.
- Other topics of potential interest at Thurleigh Road are men's health, including include prostate cancer, and mental health.

Action Anna to talk to contacts involved in research at City St George's who might be willing to come and talk.

Alison to keep in touch with BPS on their talks

7. Update on Wandsworth Primary Care Forum

- Matt had attended the 10 September meeting at which there were representatives of 15 local Patient Groups in attendance. His summary of the meeting is attached.
- He noted the good intentions of the group, which brings together the wide variety of Patient Groups in the area, some more active than others. He also passed on Sarah Rackham's praise for the good turn outs at Thurleigh Road Patient Group.
- In attendance at the meeting was Max Russel from Healthwatch Wandsworth, who impressed Matt and with whom Sarah works closely. Healthwatch will close in March but in the meantime the organisation is actively continuing its work, with a focus on effective communication (the organisation stresses the distinction between evoking community and simply transmitting information). It was suggested that Max might be willing to help with the redesign of the Thurleigh Road website. Sarah was able to give Matt Max's direct email.

Action Sara has now put the Practice in touch with Croydon Community Leaders who advised on the Healthwatch Wandsworth website

8. 2025 meeting dates (all 5.30 to 7pm in the surgery)

Mon 10 Nov including AGM

9. 2026 meeting dates

The following dates, alternating between Mondays and Thursday to allow for the commitments of members of the Patient Group, were agreed:

Monday 12 January

Thursday 12 March

Monday 11 May

Thursday 9 July

Monday 14 September

Thursday 12 November including AGM

10. Any other business

Volunteering proposals/offers

- Sara O'Reilly took the minutes at this meeting but can't do it on a permanent basis. She would be willing to share the task with two other volunteers, which would involve each doing the minutes for two meetings a year. Matt suggested that if the group were happy to use AI it would substantially reduce the work involved. Although AI notes must be read and edited, they get better with each use.
- Anna explained that volunteers are also needed for the various other tasks that Alison has been doing alone and asked members to come forward.

Action Volunteers are requested (the list of Officers and Tasks originally sent out on July 22 is reattached).

11. Date of next meeting

Monday 10 November 2025, including AGM.

5.30-7pm in the surgery.